

JOB DESCRIPTION
MURFREESBORO WATER AND SEWER DEPARTMENT
CUSTOMER SERVICE FIELD REPRESENTATIVE

1. JOB TITLE: CUSTOMER SERVICE FIELD REPRESENTATIVE

- 2. DEFINITION:** This is a semi-skilled position performing tasks associated with physically initiating and discontinuing water service, leak investigation and various customer service functions in addition to reading water meters. The Customer Service Field Representative is directly responsible to the Meter Reader/Field Service Foreman. All employees are responsible to the Director and the City Manager. The position is classified as Non-Exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Safety Sensitive; the employee is subject to pre-employment, reasonable suspicion, post accident, random, promotion and transfer, return to duty and follow-up drug and alcohol testing. The employee is subject to a pre-employment physical examination with a written statement from the physician as to the employee's ability to meet the physical strength and dexterity requirements of the position.

3. EQUIPMENT/JOB LOCATION:

- a. The employee must be capable of operating electronic keypads, communication radios, hand tools, and vehicles.
- b. The job location is throughout the water distribution system. Work is primarily outdoors and must be performed under all weather conditions. The employee will be exposed to inclement weather. All City facilities are smoke-free locations.

4. ESSENTIAL FUNCTIONS OF THE JOB:

- a. Performs field investigations of customer inquiries.
- b. Performs leak inspections.
- c. Sets, removes and reads meters.
- d. Turns water on and off.
- e. Sits, stands, stoops, squats and walks intermittently.
- f. Records readings manually and electronically.
- g. Uses hand tools to set, remove and open and close meters.

5. EXAMPLES OF OTHER WORK TO BE PERFORMED:

Perform other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- a. Must be at least eighteen (18) years of age.
- b. Must possess a high school diploma or GED.
- c. Must have legal authorization to work in the United States of America.
- d. Must possess a driver's license valid in the State of Tennessee.
- e. Must consent to and pass a pre-employment drug screening.
- f. Ability to comprehend both oral and written instructions and to communicate in English, both orally and in writing.
- g. Ability to read water meters and record information accurately.
- h. Ability to safely drive a pickup truck.
- i. Ability to sit, stand, stoop, squat and walk intermittently.
- j. Ability to repeatedly enter and exit a pickup truck.
- k. Ability to read maps and to locate addresses and service areas.
- l. Physical and mental ability to work independently.
- m. Must be able to report to work on time, perform the duties of the job for eight (8) hours a day with occasional overtime required, and to work flexible hours as needed.
- n. Good human relation skills with the ability to establish and maintain effective working relationships with supervisors, co-workers and the public.
- o. Temperament and good judgment to effectively deal with the public.
- p. Must maintain a neat, clean, and appropriate personal appearance.

Non-Exempt
Safety Sensitive
November 21, 2000